

## Melbourne Grove Medical Practice

### Patient Participation Group Meeting Minutes 6th March 2013

Attending from the practice:      SH: Sonia Hall, Practice Manager  
   TM: Telisha Milton, Assistant Practice Manager  
   AE: Athena Evans, SME

PPG Members:                              MoH: Mairead O'Hanlon – Co-Chair, MS: Martin Saunders – Co-Chair,  
   Gill Portwine, Shirley Hine, Elfrieda Sums, Annette Griffiths,  
   Dave Griffiths, Katerina Kay Kanari

| AGENDA POINT                   | DISCUSSION  | ACTION   |
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| <b>Introduction</b>            | MoH thank everyone for attending and welcomed Sonia Hall in her new role as Practice Manager. SH thanked MoH and gave members information on her background as a Nurse Practitioner who worked in MGMP for many years prior to transferring to the role of Practice Manager. She stated that her emphasis is on care, customer service and staff training.  | None   |
| <b>Changes to the practice</b> | The PCT has granted funds to undertake some works including: <ul style="list-style-type: none"> <li>• Changing the front door</li> <li>• Repairing the stairs</li> <li>• Maintenances of the electric</li> <li>• Changing the flooring</li> </ul> SH stated that the improvements were necessary now and that the practice could not wait on the possibility of moving into the Dulwich Hospital complex if or when it is completed.  | None   |
| <b>Practice survey results</b> | The results of the 2012-2013 survey were encouraging and SH went through them and also provided a comparison to the results achieved in 2011-2012. She asked what action members would suggest the practice make now that the survey was complete. The following were agreed on: <ul style="list-style-type: none"> <li>• Improve patient access to speak to a clinician by telephone</li> <li>• Improve customer satisfaction</li> <li>• To build upon the improvement of clinical continuity and quality scores</li> <li>• More receptionist to answer the telephone as most appointments are booked by telephone</li> <li>• Name badges for staff</li> </ul> | Copy of the completed report will be made available on the website and at the practice as of 28 <sup>th</sup> March 2013 |
| <b>Listening Workshops</b>     | In response to the increasing number of complaints being posted on NHS Choices the practice will be hosting two listening workshops on 21th March 2013 at The Chapel, Dulwich Hospital from 12:30pm-2:30pm and 5:30pm-7:30pm. The sessions are aimed at providing patients the opportunity to express concerns about the service and suggest solutions to the problems the service has been experiencing. To ensure patients have an equal opportunity to express their views, the session will be organised into small groups which will be facilitated by representatives from either the practice or Concordia's central                                     | Results of the session to be shared at the next PPG meeting  |

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|                                       | <p>management team.</p> <p>Members suggested that in addition to the letters sent to registered patients the practice should hand out leaflets about the workshops at reception, text and email patients for whom we have relevant contact details and place a notice on the practice website.</p>  |   |
| <b>Dulwich Hospital</b>               | <p>Gill Portwine suggest that the practice take a more active role in the discussion about the development of Dulwich Hospital if we are to ensure we are included in the proposed site.</p> <p>SH stated that the PCT through Rebecca Scott will be having a consultation at the listening workshop to gather the views of MGMP patients.</p>  | <p>Practice will communicate its interest in being relocated to the new facilities to the PCT</p>   |
| <b>EPEG and PPG Locality meetings</b> | <p>Gill Portwine give a detailed report on the EPEG meeting as follows:</p> <p>Although she was unable to attend the full Locality meeting, Rosemary Watts filled her in:</p> <p><u>Feedback from EPEG:</u></p> <ul style="list-style-type: none"> <li>• Planned Care especially Ear Nose and Throat (rep Barry Silverman) and Dermatology (rep John King ex GP and Dulwich rep on EPEG). Draft service specifications for procurement. Tender panel meeting next week</li> <li>• A Commissioning Strategy Group (rep Barry Silverman) - being set up so people can feed into the Clinical Commissioning Group discussions/outcomes to help inform strategic decisions</li> <li>• Primary &amp; Community Care Strategy - big meeting planned for evening 9 April to 'find out what is important to patients' - contact Rosemary Watts if interested. (This is particularly important given possible developments and improved integrated care in Dulwich area)</li> <li>• Patients Forum took place 19 Feb attendees had to prioritise 2 items from 6 shortlisted from original list of over 40. Item had to have achievable goals within the year and would attract funding e.g. smoking cessation, improvement of end of life care. RW said views taken back to CCG but no clear 'winners'.</li> <li>• An update on the 111 number for out of hours was provided</li> </ul> <p><u>Feedback from South Southwark Locality Group</u></p> | <p>MoH to attend next locality meeting. SH to confirm the date and time.</p> <p>MS to provide EPEG documentation for publish on the practice notice board</p> <p>SH to confirm the date of the next CCG meeting so patients can attend as it is an open meeting</p> |

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|                                | <ul style="list-style-type: none"> <li>• New elections of chair, deputy and EPEG reps to take place on 7 May 2013. Identify training and support needs it would be good if MGMP has second PPG rep at locality meetings and hopefully be elected as Dulwich EPEG rep given new developments proposed in Dulwich.</li> <li>• PPGs - difficulties experienced at several GPs re information/minutes etc.</li> <li>• Mid-Staffs - discussions are GPs not following up symptoms and neglecting patients (anecdotes)</li> <li>• Improving Health Services in Dulwich and the surrounding area (Dulwich Community Hospital) - consultation began on 28 Feb presenting two options (B) existing GPs to extend range of services offered and small clinic on Dulwich site or (A) wider wider of services at a Health Centre on Dulwich site and GPs to keep existing core services. (B) would attract more funding maybe to GP practices but several either not disability access compliant (eg Melbourne) or already pushed for space (Dulwich Medical Centre holding clinics in port-a-cabin) (A) would mean a new build with a greater variety of clinics and also a GP surgery built to 21st century spec.</li> </ul> <p>Gill Portwine stated she felt Melbourne Grove should opt for A and campaign to be formally named as the surgery destined to be accommodated in the new build. Melbourne Grove managers should be members of the Dulwich Project Board as should patient representatives. A subsection of the Melbourne Grove Patient Participation Group should be set up to focus on how to spread this message: a move onto the Dulwich Hospital site into a new purpose built Health Centre with a range of clinics would be advantageous to the surgery and the community.</p> <p>MoH, and MS co-chairs volunteered to be one of the reps for the Dulwich PPG. It was suggested MoH consider putting herself forward at the Dulwich locality to be the EPEG rep.</p> <p>SH stated that EPEG would not be hosting a meeting in April because of the move to the CCG from the PCT and explained the structure of EPEG, Dulwich PPG and MGMP PPG.</p> <p>MS stated that it is important to note that EPEG was still in the development phase and are currently going through the storming and planning process.</p> |   |
| <p><b>111 Out of Hours</b></p> | <p>SH spoke about the new 111 out of hours system and that the triage element of SelDoc was going. She explained the differences between Urgent Care centres, A&amp;E and walk-in centres</p>  | <p>DW to provide status updated at the next meeting</p> |

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| <b>Next PPG date</b> | The next meeting was scheduled for 30 <sup>th</sup> April 2013 @ 6:15pm at the Goldsmith Room, Dulwich Hospital. | Meet on 30 <sup>th</sup> April @ 18:15 |
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### Meetings Schedule

Below is the meeting schedule for the key meetings linked to MGP up until January 2014

- Melbourne PPG Meeting Schedule - Meetings will be in advance and prior to the Locality and EPEG meetings
- Dulwich Locality PPG Meeting Schedule
- EPEG Meeting Schedule

|                 |                      | 2013  |       |      |      |      |        |           |         |          |          | 2014    |
|-----------------|----------------------|-------|-------|------|------|------|--------|-----------|---------|----------|----------|---------|
|                 |                      | March | April | May  | June | July | August | September | October | November | December | January |
| <b>Meetings</b> | MGP PPG              | 6th   | 30th  |      |      | 30th |        |           | 22th    |          | 17th     |         |
|                 | Dulwich Locality PPG | 5th   |       | 7th  |      |      |        | 3rd       |         | 5th      |          | 7th     |
|                 | EPEG                 | 18th  |       | 20th |      | 22nd |        | 13th      |         | 18th     |          | 13th    |
|                 |                      |       |       |      |      |      |        |           |         |          |          |         |

- Non Locality and EPEG linked meeting
- Locality and EPEG linked meeting